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[TECHNICAL]

MELISSA WINTERS

Hi, and welcome to this month's Federal Green Challenge Web Academy. We are happy to have you participating today. My name is Melissa Winters here at EPA Region 10. This month's topic is Sustainable Buildings Green Cleaning and Integrated Pest Management or IPM, which are critical components of sustainable building operations. Cleaning and IPM activities can contribute

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up to 9 points toward LEED Existing Buildings Certification, and are also goals for partners participating in the Federal Green Challenge Purchasing Target Area. I am going to introduce today's speakers, but I wanted to both acknowledge McKenna Morrigan here at EPA for organizing today's event. And then turn over the line to Tommie Jean from Tetra Tech to go over the webinar logistics. Tommie Jean.

TOMMIE JEAN VALMASSY

Thanks, Melissa. Hi, everyone. Thanks so much for much being here today for the Federal Green

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Challenge Web Academy. I want to go over a few logistics for you. Your slides will be moved for you today. So you don't have control of the slides. However, in the chat box I did send you a link so that you can download a copy of these presentations to follow along or for future use. All of the lines are muted today because this is a recorded session. However, we really do want participation. Between each presenter, we set aside some time for question and answer. So at any point

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during a presentation you can go ahead and use the question box to type in your questions. Then we will read them aloud on the line and answer your questions. If you are having technical difficulty, you can also go ahead and use that question box to type in your questions. This system has the "Raise Your Hand" feature, but because there are so many people, it's difficult for us to respond to that. So instead of using the "Raise Your Hand," whether you have technical difficulty or a question of the presentation, just go ahead and type in your questions.

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We do make the audio available after this. So if you wanted to watch this again or share it with a colleague who is not attending

today, that will also be in the Federal Green Challenge site. So with that, again just a reminder, the presentations are being moved for you. All right. Now, I will hand it back over to Melissa to introduce our great speakers.

MELISSA WINTERS

Okay. Thank you, Tommie Jean. So today we have three great speakers lined up. They are David Holly, Jessica Green and Dr. Thomas Green. And I am going

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to provide these bios here, but we have complete bios posted on the website. So I encourage you to go there to find out more information about our speakers today. David Holly will be up first, and David is a Director with the Ashkin Group LLC. He is an industry veteran with over 30 years of experience as well as co-author of four books including *Green Cleaning for Dummies* and the *Business of Green Cleaning*. Following David will be Jessica Green, and Jessica is the Seattle Regional Director for Brightworks. Jessica brings almost

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ten years of landscape, architect experience in Oregon and California as well as extensive sustainability and LEED project experience in a wide range of grading systems. Then finally, we will hear from Dr. Thomas Green. Tom is the President of the Integrated Pest Management Institute of North America. Tom has been a national leader in IPM for more than 20 years, and is a frequent speaker on the power of market place IPMs to reduce health and environmental risks. So thank you to all of our speakers for being here today

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presenting and sharing their expertise. After each speaker, we will have some time to pause and answer questions, and then we will also have time at the end of the session. So with that, let's go ahead and get started.

TOMMIE JEAN VALMASSY

David, I am just pulling up your presentation here, and we look forward to yours.

DAVID HOLLY

Okay, thanks, Melissa. I am very excited to be here today, and be part of this webinar. Sometimes I start to think

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that everyone knows everything there is to know about green cleaning, and then realize that that's just not true. So, like I said I'm excited to be part of this today. But before I really get into the

meat of it, it looks like we have the wrong slide up, Melissa. There we go. I want to talk a little bit about what we're not going to be talking about. This is not about politics. It doesn't matter which side of the political fence you're on or even if

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you're sitting square on the fence itself. It's not about politics. It's not about global warming. It's not about cooling or other global phenomena. We are talking about things that are very specific in your facilities, things you can do to create a healthier facility, a more productive facility without impacting the overall environment. So you will see I leave politics out of this because I think once you start talking politics that just gets in the way and things don't happen. The other thing I

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really want everyone to understand as I'm talking is that I think the cleaning industry is a fantastic industry. I think we do a lot of wonderful things. So sometimes it may sound like I am criticizing our industry. I am not. I am not throwing stones. This is really more a case of not what we have done wrong, but as we have learned and created new products and procedures, things that we can just do a lot better. That's part of why it's so exciting. So if we could go to the next slide.

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One of the things that I want to be very sensitive to is I realize that probably no one's to do list looks like this one. We are all very busy people, and when we start talking about creating a new program like Green Cleaning and looking at how we maintain our facilities in a different way, that's not trivial and it can seem very daunting. It really doesn't have to be overwhelming. Next slide. What we

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want to do is make it easy, and then I think we've got some things to share with you that really deal with that. Now, in 20 minutes I can't tell you everything you need to know about green cleaning, or how to implement the Green Cleaning Policy and Program. But we can point out some of the key things you need to know, and certainly get you pointed in the right direction. So it may not be like pushing the Staples Easy Button, but it is a lot easier and can be a lot easier than you might be thinking it is.

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So let's start out with a basic definition of what green and green cleaning are all about. And I think this is important if for no other reason than we all use words the same way. The first thing that I would hope you would keep in mind is that green cleaning is much more than simply changing some chemicals or equipment. It's much more than using an all-natural product or a new vacuum

cleaner. And, in fact, there are

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probably hundreds of facilities with green products right now that are being used incorrectly or ineffectively by people that think they're being green, and then quite honestly are a little better off than before they started. Because even green products are still chemicals, and there is still the potential of damage or danger or harm if they're not used correctly. And frankly, one of the key things if you take nothing else away from our talk today

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when it comes to green cleaning is we have to clean effectively. It doesn't matter what the product is. It doesn't matter what the equipment is or what our program purports to do. If we don't clean effectively, we're not creating a healthier indoor environment. And so green cleaning is way beyond just some chemicals and equipment. Now there are still a few myths out there about green cleaning. And I would like to address these very quickly. First,

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I still hear people saying that, "Oh, green chemicals don't work." Or "Green products are simply too expensive." Or "Green cleaning programs are too difficult or expensive to implement." And then one of my favorites, and I did hear this honestly the other, "Green cleaning is just a fad. I keep my head down. It will pass. I can get back to normal." And these are myths. The reality is in the past ten years, green chemicals, paper products and equipment have come a long, long

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way. And every major manufacturer has a green line, and if you think about it, this is where all of the most recent R&D efforts and money have gone into. In fact, green products are probably more effective than the traditional products they replace today because they're the modern technology. And as far as cost goes, as I said, every manufacturer has a line, and they're promoting it heavily. So, in fact, the competition has driven the cost of

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green products down to be incredibly competitive with traditional. And in many cases when you look at the all-in costs, the green alternatives saves money. As for green cleaning programs being too difficult or expensive to implement, I can empathize with that. If you were just to be looking at saying hey I need to go green, and what do I do? That can appear overwhelming. You would listen to everything you might to do, and it can sound expensive or difficult. So in the remainder of our time today,

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we are going to talk about how to address that specific issue

because that really doesn't have to be true. And finally, green cleaning is not a fad. The fact is the studies have show that the buildings that are maintained in a greener fashion tend to be healthier, more high performing employees and occupants. Certainly, the impact on the environment is pleasant. And overall, when we look at sustainable and green maintenance practices, there's

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potential for tremendous savings and cost savings. And that alone guarantees that green will be here to stay. Next slide. So as I start to talk about defining green and green cleaning, I would like you to think about putting on a pair of glasses that let you look at things in a different way because green as I said is more than chemicals and equipment. It's a concept, an approach, a thought process. It includes a

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variety of things beyond those products, preventative maintenance, time management, continuous improvements. I am sure you have all heard of Stephen Covey, and the concept of beginning with the end in mind. And I think that is one really good way of defining the difference between green and traditional cleaning. Let's consider something as simple as dusting. In a traditional cleaning program, if I was going out

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to do some dusting, my thought is, "I need to make the dust no longer obvious. Cleaning is getting the dust out of there right? So I grab my feather duster and my roll duster and I go out and start dusting. And those horizontal surfaces I hit with the duster, the dust is gone. But those two tools, don't hold the dust. They just kick all that dust back up in the air for the rest of us to enjoy. Now, the surface looks clean. Therefore, I did my job. That's what I set out to do.

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On the other hand, again, beginning with the end in mind, if my goal is not simply appearance, but rather to really remove contaminants from a building, to remove the things that are creating an unhealthy situation, then I'm going to choose a different tool. In this case, I might choose a microfiber cloth, and now when I go out and dust with that microfiber cloth, I'm really removing the dust. And so,

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I've created a healthier environment. We're not in there breathing that dust and the contaminants it carries. Now, the upside of that is it also looks good. Now in this very simple example, what I really want you to see is it's just a different way of looking at cleaning that we need to make different decisions. And again,

one of the key concepts we want to take a way from the whole discussion of green cleaning is we need to look at cleaning from the standpoint of focusing on cleaning to

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protect health without harming the environment. We will get the good appearance we want in the process, but if we start with a different focus, we're going to approach things in a little different way. Next slide. The definition of "Green" and "Green Cleaning" really traces its way back to a Presidential Executive Order some 15 years ago when "Green" was defined as, "Those products or services that have a lesser or reduced

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effect on human health and the environment when compared with competing products or services that serve the same purpose." That's a lot of words, the typical government language, but there are some key things in there I think we can pick out. If you can click for me. One of the things is that you are really focusing on human health and the environment. So there is a dual imperative here. It's not one

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or the other. It's human health and the environment. And now if you could click again please. The other concept to pull out of this that's critical is the word "compared." This is a comparative process. So in other words, there is not a light switch that we can flip one day we're not green and the next day we are green. It's a process, and where we are today is an improvement over where we were five years ago. And if we could look ahead

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five years we would see we would be even farther along in that process. What that means to you as a facility manager, and someone putting a program together and implementing it is you don't need to be consumed with getting everything right today before you move forward. Take a path and move along that path. Make the changes, implement the new parts of the program as your budget, time and other constraints allow.

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It's not something that has to be done all at once. And I think that's really critical because since so many facilities get tied up feeling they can't do it all at once and in effect doing nothing. You can start small and continue along the path. Next slide, please. So we put that all together, the products and services that would have a lesser impact on human health and the environment when compared with other products and services. We come.

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to a very simple definition of green cleaning. Cleaning to protect health without harming the environment. Cleaning to protect

health without harming the environment. Now that's pretty simple. The problem with most simple definitions is they can be too simple. I think we can understand that tells us where we want to be, but how do we get there? So like any journey, we need a road map whether going from Philadelphia to Seattle,

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or from our traditional cleaning to green cleaning. It's going to be a lot easier if we have a map that helps us show how to get there along the way. So if we could click. Some of the road maps that are available to you as a facility manager are things like the U.S. Green Building Councils, LEED for existing buildings, documents, a rating system and various guides and supplements.

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I'm going to come back to that one in more detail in just a minute or so. Well, I think now a few others. Now, if you were to do a quick Internet search for green cleaning, you'll find this kind of stuff out there. There is a wide range of material. And I picked out a few here that have been around a little while, have been proven to be successful for folks like yourself for facility managers, and cover a variety of scenarios. So one of those is the *Business of Green Cleaning*, published by

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the IFMA Foundation. This book was really written for facility managers, starting with what green cleaning is about, looking at the chemicals, the equipment, the ancillary products, paper and so on. How to put an RFI together. How to put a green RFP together. How to look at the various contractors you might use or in-house programs. And perhaps one of the most important parts of this book is the second half, which is filled with case studies,

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of your peers and their successes and struggles in implementing these programs. I think that is one of the best ways to learn is from the people that have actually done it. Another one is the *Green Guide for Healthcare*. If you're working in the healthcare arena, this one was directed specifically at you. Again, from a how to manage the facility standpoint, but with a real focus on healthcare. And then there's the *Quick and Easy Guide to Green Cleaning in Schools*. Again, the focus here

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are schools, how to develop, how to implement the green cleaning program effectively in schools. Now, let's go on and talk a little bit more about LEED and the U.S. Green Building Council's program. The next slide, please? The reason I'm talking about LEED and the USGBC more than some of the others is a couple of reasons. One, there are a lot of communities, counties, states, even the federal government that

are mandating

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LEED Certification for new facilities. There are a lot of private facilities actually just moving in that direction on their own. So there is a chance your facility may be looking at LEED Certification in the near future, or you may already be involved in it. Secondly, even if your facility is not currently or even looking ahead to LEED Certification, this is probably one of the most straightforward, easy to comprehend and follow road maps

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available to you as you put together a green cleaning program. It really outlines all of the key components that are important in that program, and provides some suggestions for how to get there and how to implement it. So for example, in this situation, we're looking at the LEED for Existing Buildings, Operations and Management Point Chart. We could get as many as ten points from cleaning operations, which is as much as 25% of basic certification.

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One of the most important things to understand if you look over in the second column from the right, the "Indoor Environmental Quality" column, there is a Green Cleaning Policy Prerequisite. So in other words, if your facility is seeking LEED Certification, it's a prerequisite to have a green cleaning policy in place. Whether you get any of the other points or not, that will be a requirement. Now there's very

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good instruction within the manual to help you understand how to put that prerequisite, that policy together, but also in the other road maps that I pointed out in the previous slide. Again, there are some very good simple, easy-to-follow directions on how to put a policy together. I think at this point it might be interesting to take a quick poll if we could, Melissa.

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Do you have a green policy in place in your facility? You can take just a few seconds here and go ahead and vote, and let us know what you have.

MELISSA WINTERS

We have about 80% of you

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who voted. I will give you about ten more seconds, and then I'll close the poll.

DAVID HOLLY

Thank you. Well, how about that? That's excellent.

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I think it's also interesting that we have a fair number, a significant number that really aren't sure. So I think that's again one of the key takeaways I hope from this morning will be that that's something you go back and find out about, and look about what you can do within your facility if there isn't a policy in place. Let's go to the next slide, please. Yeah, all of the programs

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or all of the road maps we want to talk about, have several key components in common. Again, as I said in this amount of time it's impossible to go into everything that has to do about green cleaning. But if you start thinking about these buckets within your own operation, I think you can move forward and really start to make some significant changes without a lot of difficulty. One of the key things we always talk about is prevention, a look at preventing the ingress of contaminants into

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your facility as a very first step. It starts right at the doors with good walk off in those systems that are properly maintained. And you have all heard the old song about how many pounds of dirt to walk off mats and stuff and how much it costs to remove a pound of dirt and all that. Who cares? The key is good walk off mats do prevent that stuff coming in. There is less work cleaning, and that's less contamination coming into your facility. We can think about prevention in another way when we think about green cleaning is

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in an effective green cleaning program helps prevent illness, helps prevent absenteeism, and helps improve performance. So a prevention bucket is a very important one. Another clearly important thing are green chemicals; paper, equipment and so on. Again, if I could Melissa, throw up another quick poll. Because I think this is an interesting one to see where most folks are with what your situation is with green cleaning products

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that you may currently purchase.

MELISSA WINTERS

And while folks are responding to the poll, I just want to remind you if you have questions for David Holly, you can type those in and we'll be taking those in about five minutes.

DAVID HOLLY

While you're responding because you do only a few minutes left, I'm going ahead and talk just a bit about

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training because I'm going to throw up another poll after that. Training is an area I think is just way too often neglected in our industry, and there are a couple of reasons. One, there's a fair number of folks who just assume we all know how to clean. Therefore, training isn't all that important, just get out and get the job done. And secondly, I often hear especially from contractors that I can't afford to invest in training because as soon as I train my employees they leave and go to work for someone

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else. My response to that has traditionally been well what if you don't train them and they stay? So I think as we look at cleaning more effectively, we need to take a serious look at how we train from management to a line employee. Wow. That's great. We're seeing a fantastic response on the green cleaning chemicals. And that's not actually surprising. There is probably, no change

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is easy, but that's probably one of the easier changes to make. Obviously, we have a lot of opportunity left in paper products, powered equipment, and other supplies. So again, I encourage you to look at some of those road maps that I highlighted earlier, and see how easy it is to track down some of these other products and supplies. I also encourage you to challenge your suppliers, your distributor. A lot of distributors have invested in learning more about green, and

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the manufacturers of the products and a lot of the training materials. And frankly, they're waiting for you to come ask about it. It may not be the best way to sell, but that's what happens. So I really encourage you to talk with your vendors about their green alternative. I think you will be pleasantly surprised at the quality as well as the cost. Okay, if we could throw up that final poll, I would really like to know what's going on in the training arena. In your facilities.

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So the training I think is one of those areas that has just been too easy to neglect. So if you could give us some feel for how many hours of training you are providing to your actual cleaning personnel on an annual basis. In speaking to the line employees actually doing the work in the facility.

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[PAUSE]

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DAVID HOLLY

Okay, so it looks like again there's some knowledge to be gained, and some questions to be asked. But otherwise we're looking at probably somewhere about an hour a month on average, which is

really not bad. That's pretty good, which means frankly the folks here who are responding here are ahead of the average and the curve

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because the average contractor is providing substantially less than that. Before I leave the idea of training, I'd like to just put another thought in your mind. As professionals, you had some degree of training, more or less to help you be effective in your job and help you understand how important your job is. One of the things we need to be sure we remember and keep in mind is that the people who are providing the cleaning service, actually the work in our facilities, are performing a

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very important job. They're helping create a healthier environment for us to work. But so often we neglect telling them how important their job is either in just telling or by demonstrating it. Through providing training you help them do their job more effectively, and frankly, more efficiently and easier. So again, one of the last thing I want you to take away from this morning is that training is something to go back to your facility and take a serious

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look at. I think it's again an area that with minimal effort and cost can have a phenomenal pay back in results in maintaining your facility. The last two buckets are pretty obvious. Communications. Once we start out on a green program, it's important to communicate to all the building occupants what's going on and why, what the positive impacts are. And let them know as you make progress. Celebrate the successes. And then, of course, reporting. Any program, any

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change we need to look at the result so that we can stay on a path of continuous improvements. And so again, all of these road maps will talk about these key areas, and help you devise ways to start moving forward without impacting your budget or your to do list, and make a healthier, higher performing facility. I really appreciate again having the chance to be here and talk with you. I know we had to move very quickly through this, but I'm happy to stay on and answer any questions you might have. Thank you.

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TOMMIE JEAN VALMASSY

All right, David Holly. Thank you so much. So you can go on and keep typing in your questions for David. A couple of you noted that the link to the presentations isn't working. So we will try to check that and get that you so you can get a copy of David's presentation. David, on this slide you were just talking about report, and we have a question about that. You know, you were

talking about building certification. But what other metrics would you recommend for environmental managers in order to demonstrate the benefits of their Green Cleaning Programs, Because sometimes people really need

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to demonstrate that to their management.

DAVID HOLLY

Absolutely, and that's a very good question. Since we saw the great response on chemicals, one of the easy metrics is to document the chemicals that were replaced those that had danger, caution so on warning flags with the green chemicals. And talk about the safer things that are in the facility. We could look at documenting changing to paper that's either substantially

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recycled content or a rapidly renewable resource or whatever. Again, talking about what we replaced with. The same thing with equipment. A lot of the newer equipment uses much less energy. These are all things that are relatively easy to document, and report against. And just staying with that chemical theme for just a second, looking head to reducing the number of chemicals used in the facility. And again, reporting on the things that have been replaced and the reduction in chemicals.

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These are all safety issues, which become insurance issues, become general issues that are reported and rolled up into sustainability reports that an organization might have. Training again is another one, but do you see the document. And then be easy to report. Training and documenting training not only demonstrates that things could be done more effectively and efficiently, and you can document the changes in performance, in workers comp claims, absenteeism,

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and so on, all of which have positive impacts on the organization. And again, become part of an overall roll out for the social equity portion of the sustainability report. Those are just a couple that come to mind quickly. Others could include doing employee satisfaction reports, occupant satisfaction reports, documenting reduction in complaints or an increase in positive responses. So all of those are I think excellent things to work for, and

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report up the channel to demonstrate how effective the program is being used.

TOMMIE JEAN VALMASSY

Okay, great. Well, if a facility first begins implementing a Green

Cleaning Program, where should they start, or what are some of the biggest challenges they sometimes face and how can they address those?

DAVID HOLLY

Wow.

TOMMIE JEAN VALMASSY

That's a big question.

DAVID HOLLY

That's a big question and it's an excellent question. I think a couple of suggestions.

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One would be to pick up one of those road maps or two of those roads like the IFMA book or some of the free documentation available on the U.S. Green Building Council's website that will give a broad overview of the steps involved. Or another one, here's an easy one is to get a hold of the Healthy Schools Campaign. They are the publishers of the *Quick and Easy Guide to Green Cleaning in Schools*, and

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don't worry if you're not in a school because the principles and steps are basically the same regardless of what facility you're in. That's a small brochure, very easy to get through and get a sense of what the steps are. And you go to their website, they will also if you look under the *Quick and Easy Guide*, will help highlight some of the obstacles and how to get around them. So anyone of those road maps that I pointed out are a great starting point, because they will

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highlight the steps and the process just like a map should do. And all of them were designed to be relatively easily approachable. The *Quick and Easy Guide* is free. The stuff on the U.S. Green Building Council's website is free. So those are two easy and inexpensive ways to get started.

TOMMIE JEAN VALMASSY

Okay, great. So I have slide 11 pulled up with that information there. I did want to note for folks the presentations are actually not posted yet. Sorry about that, but they will be posted later today.

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So if you check back at that link later you will find them there. So you will have this information at your fingertips. So, David, is there some kind of a list of preferred green cleaning chemicals for

typical janitorial work in public facilities?

DAVID HOLLY

Yeah, some states have done that, but frankly, the easier way is to talk to your supplier and say that you want products that are either certified by Green Seal

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or Eco logo, or have an EPA Designed for the Environment designation. These are products that already have been vetted as being green compared to more traditional products. And rather than try to name a vendor because that would not be fair for me to just pick one or two out, if you look at those products that already answers your green question. If they've passed those measurements, you can be assured

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that they are about as green a product as you are going to find today. Now, you can look at which ones best work in your situation, just like we've always done. Now, you'll some products and some work better than other for your situation. But this answers the green question. If it's certified by Green Seal, Eco Logo, has the EPA Design for the Environment designation, you know, you've made a green choice. And now you can just look at performance and cost.

TOMMIE JEAN VALMASSY

And so for those of us who are just buying

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personal green products to use at home with the things we find in the grocery store will also have those kind of certifications.

DAVID HOLLY

I wish that were so. Yeah, there is unfortunately so much green washing going on these days because let's face it, if you do any looking around people want to be healthier, people want to have less impact on this. Folks want to be green. And unfortunately, a lot of manufacturers take advantage of that, and create artificial

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designations that are meaningless. That is something FTC is working on in proposed new language to help tighten that up. Right now in the little bit of time we have, I don't know how to point you other than there are companies and organizations that I think over the years have proven to be reliable, responsible companies. And if they say they have something that's greener, that's kind of where I look

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on a personal level. I will say though if you get some micro fiber

cloths and start using those to help clean at home, regardless of the chemicals you're using you're going to be taking a huge step forward.

TOMMIE JEAN VALMASSY

Okay, great, thank you. Well, if you still have questions for David Holly you can go ahead and type those in, but we are going to ahead and move onto our second presenter, Jessica Green. So Jessica, give me just a second to pull up your presentation here, and then the floor will be yours.

JESSICA GREEN

Okay, thank you, Tommie Jean.

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A great presentation, David. While Tommie Jean brings up the PowerPoint presentation, we are going to move on now to some Green Building Case Studies. I apologize and I am sure I will repeat some of what David has already presented. All right, so.

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Application and Case Studies. Tommie Jean, can you to the next slide? And click and click two more times. Okay, so there are typically two ways in which to execute a Green Cleaning Program. It could be implemented with in-house staff or it could be implemented with an out of house vendor.

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For in-house and click to the next ... For in-house typically we would start by developing a green cleaning policy with the building owner. The janitorial staff would then be trained in using these products, using the products that we've helped them specify. Procurement for all of the products would be managed in-house so there would be

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a good amount of control over the product selected. And then the performance of the Green Cleaning Program would be tracked and perhaps adjusted over time. It's important to note that green cleaning is always an ongoing learning curve, and it's not always the case that the first products in cleaning equipment collected will be what is the most

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effective and efficient for a particular facility. Click to the next one. For vendors we would typically start with the Green Cleaning Policy then put out a sort of work order or an RFP for custodial services that would reference the Green Cleaning Policy. Often, we would have that as an attachment to the RFP or the work order. Then we would review the proposal, and

[00:39:00]

sign a contract to verify it was on to the Green Cleaning Policy. Then we would probably most likely set up a periodic verification that the Green Cleaning Program is being followed. Next slide, please. In our experience, some of the challenges and obstacles we hear about include

[00:39:30]

the perception from custodial staffing facilities and maintenance personnel that green cleaning isn't effective at killing germs. There is also concern that using green cleaning products will take more time since they aren't as strong, which will slow down the custodial staff. And in some of these cases we have heard that existing vendor contracts simply don't allow for control of what clean products are used.

[00:40:00]

We saw this recently where for once facility the custodial service provider was similar to a custodial broker. So the cleaning staff that they have simply bring their own products, and like use those in the various facilities. But the staff might change from week to week. And so your products and your cleaning equipment might change from week to week. So that was kind

[00:40:30]

of an unusual challenge that we have come across. Another challenge could also be the availability of green products and services from local vendors. So this was more of a concern say 15 even 10 years ago. Today it's much less of a concern. Next slide, please. This is

[00:41:00]

an obstacle. So also some opportunities. Chemical sensitivity is starting to become a larger concern among government agencies since chemical sensitivity case are on the rise. So green cleaning is the way to help support a chemical free building. Green cleaning chemicals and equipment are also healthier for a custodial staff, which can help to reduce sick time and turnover of that staff. And since green cleaning

[00:41:30]

has become more widely accepted, we have also seen a drop in the cost making green cleaning become cost mutual, and most cost mutual. Sometimes a little less to a more caustic cleaning regime. And primarily, there are many vendors that have become trained in using green cleaning practices, which also helps to reduce the cost. Next slide, please.

[00:42:00]

Now I have a few case studies to share with you. The first one is the City Hall for the City of Olympia. This is not a LEED for an existing building program, but rather this was a LEED for a new construction program. For this project, we began with a Green

- [00:42:30] Cleaning Policy that the City adopted. Then, an outside vendor was contracted. The contract includes a copy of the City's policy as a referenced document. The increased monthly custodial cost was less than \$20 a month, making it fairly palatable for the City to absorb. So far, the feedback has been good though there have been some custodial staff concerns about future water marks, and that the green cleaning chemicals may not disinfect.
- [00:43:00] So these are mostly projected perceptions of how effective the greening might be. One of the original bathroom cleaners that the custodial vendor has wanted to use was a product that was actually more appropriate for disinfecting against viral outbreaks. So appropriate for public health emergencies, but maybe
- [00:43:30] not quite as appropriate for a daily or weekly use for cleaning a restroom. The City has rolled the screen cleaning program out for all of their buildings now, and this move was made just about a month ago. So we are anxious to find out what the feedback is for those other facilities. Next slide, please. The U.S.
- [00:44:00] Courthouse, the Foley U.S. Courthouse in Spokane, for this one the GSA is the property manager for this facility. And this project is just beginning to go through a LEED EB or LEED for existing building cooperation and maintenance program. And it's not that long in the process, but what we have done so far is to help get ready for the implementation case of this work, by working
- [00:44:30] with the GSA to develop and appropriate custodial work order for this building. And, once the vendor proposals are received we'll work with the GSA to determine if those contracts are compliant with the Green Cleaning Program that they're planning on. And because this hasn't yet been implemented in the building, we're still waiting for the existing vendor contract to
- [00:45:00] complete. We haven't gotten any use or feedback yet. Next slide, please. Next is the Peace Arch Border Crossing. This is a LEED for a new construction project that was recently completed and developed by the GSA for the port who manages the border crossing facility. For this, we worked with the GSA to develop the custodial
- [00:45:30] work order compliant with the Green Cleaning Policy for LEED. However, the ongoing management of the implementation will be managed by the property management group. The Green

Cleaning Program for this building has been implemented, and in the works for the past several months. And we're currently waiting for feedback from the custodial staff and the building occupants. So far we haven't heard any negative

[00:46:00]

feedback, though. So that's a good start. Next slide, please. I wanted to highlight some other project feedback. These are not government. They are university and then also private development. For Pacific University, we helped them to implement a Green Cleaning Program there. The students are fairly

[00:46:30]

excited about the Green Cleaning Program, and in fact they're both surprised that reduced the packaging ways for caps at the end of the hallway at their new dorm facility. And I think that this is pretty consistent trend wise for younger occupant groups such as students. Most students are very excited and fairly knowledgeable about Green Cleaning Programs. And so in an educational

[00:47:00]

facility like this, it's pretty easy to implement a program that's a Green Cleaning Program, and have it fairly supported by the student population. Another group that we've worked with over the past ten or so years is Gerding Edlen Development. And Gerding Edlen has developed a strong relationship over time with their Green Cleaning suppliers. And we're finding ongoing implementation of their Green Cleaning Policies.

[00:47:30]

And they have implemented Green Cleaning Policies on all of their buildings and they have quite a lengthy portfolio. And the feedback that they've gotten has been very positive. Of the hundred or so LEED certified projects that we at Brightworks have completed to date, roughly 80% have implement green housekeeping practices. So we are seeing the real relevance

[00:48:00]

and market uptake of green housekeeping practices. A lot of that has to do with ongoing education making custodial staff and custodial companies aware of the benefits of green housekeeping as well as property managers and building users as well. Next slide please. You could click through this.

[00:48:30]

So I guess I will just leave you with this. And this is kind of an impression I think that's not too difficult to make. But overall, on the left here we have the play mobile set. And this just showing little people that are clad in some gear that protects them from the toxic waste that they're handling. And this is not completely unlike

[00:49:00] a lot of the
toxic cleaning chemicals that the custodial staff members are asked to handle on a daily basis. And then to the right we have another option here. We have a little scrubby brush and some lemon, and I think that there is some soap there. You know, it seems like definitely one of these pictures appears to be a little bit more healthier. And that's really our angle here. It's not just to make

[00:49:30] a clean facility, but also to help encourage a healthy environment on an ongoing basis. And with that, Tommie Jean, I'll hand it back to you. Did we have any questions?

TOMMIE JEAN VALMASSY

[00:50:00] Great. Well, I mean, if you have any more questions for Jessica go ahead and type those in. We do have a few. Let me go back to the name,

the Gerding Edlen Development. Can you talk a little bit more about that so you said they have developed a strong relationship with their green cleaning suppliers. So are they a janitorial service? Can you talk a little bit about that?

JESSICA GREEN

[00:50:30] Oh, I'm sorry. Yes, Gerding Edlen Development they are a development company, a property development company. They are based out of Portland,

Oregon. They also have an office in L.A. They have worked with us on a number of projects, mostly office and condominium development as well as a few high rise apartment projects. And so we've been working with them for about ten or so years on various development projects including the Brewery Blocks in Portland and South Waterfront

[00:51:00] in Portland. And for all of the projects that we've worked with and we're on, we've developed a Green Cleaning Policy for that building, and helped to support them in implementing those programs. And since then, they have developed some good relationships with their green cleaning suppliers, the vendors that they use. And further, we're finding the implementation

[00:51:30] of that Green Cleaning Policy that we helped them develop.

TOMMIE JEAN VALMASSY

Okay, great. Also, in this slide you were talking about 80% of the projects have implemented green housekeeping practices and someone was wondering.

JESSICA GREEN

Uh-huh.

TOMMIE JEAN VALMASSY

And someone was wondering what about the other 20%? Are they going to pursue it, or there is some specific reason they didn't or couldn't?

JESSICA GREEN

Well, that's

[00:52:00]

a good question. In some of those cases they weren't looking for additional points. A lot of the projects I would say probably 75% of those LEED Certified projects are new construction or commercial interior type projects. And so for those projects, if they're going to do

[00:52:30]

a Green Housekeeping Program, that qualifies them for an innovation and design point. And those are optional points, and so depending on where they're at with their LEED point distribution, they may or may not choose to take the extra step to develop the Green Housekeeping Program. There was just one change where they weren't going to be able to do a Green Cleaning Program at all. And that was the case that I

[00:53:00]

brought up earlier about the contract that they had with the vendor the way that the vendor worked is that they are more like a custodial broker. So they work with individual groups that do custodial services, and those custodial staff members they have their own cleaning products that they bring to the plate. So in order to change it to

[00:53:30]

a Green Cleaning Program, they would have to change their business model and so that wasn't going to be possible. Now, in the future when they do have a different custodial vendor, they might be able to implement a green program, a Green Cleaning Program at that point.

TOMMIE JEAN VALMASSY

Okay. You were talking about a few projects that are kind of in the early stages. And I'm sure it depends on a lot

[00:54:00]

of things but in general, how does it take to implement a Green Cleaning Program. So if an organization said okay we're going to develop a Green Cleaning Policy, how long do you think it would take to develop that and implement it?

JESSICA GREEN

Well, it depends on if we're starting with an existing building or a new construction building. If we're starting with a new construction building, it would be immediate. We would develop a Green Cleaning Program

[00:54:30]

or a policy with the building owner, and then the building owner would use that as the framework for either soliciting for proposals from vendors or they would prepare their in-house staff to begin a purchasing program for the green cleaning products, and develop an in-house staff training program for that. So it would be relatively quick. You know, just as quick as

[00:55:00]

as it would be to have a custodial vendor come in that wasn't doing a Green Cleaning Program about the same amount of time. For existing buildings it's a little bit different. If there is already a vendor contract that's underway and for some federal buildings those cleaning contracts, the vendor contracts could last for several years. So in some case, we're working

[00:55:30]

with building property management groups or the client to develop a green Cleaning Program, and working with them to develop sort of a work order that they will implement or put out there as soon as they are able to, as soon as the other vendor contract becomes due. So in those cases, it could be a year before we are able to start implementing a program. Usually, we try

[00:56:00]

to time everything so that it works well with the start of say a LEED for an existing building type program.

TOMMIE JEAN VALMASSY

Okay. I'm sorry. I see another question pop in. If you have any more questions for Jessica, you go ahead and send those in. And in the interest of time, we're going to go ahead and move on to our last presenter. But I just wanted to give you

[00:56:30]

a chance. I'm sorry. Here's the other question. So David listed some road maps for us. Are there any resources that you would suggest people look at online maybe some of the case studies? Are there write ups about those or other things people should

look into if they're assigned to implement a program?

JESSICA GREEN

Well, that's a great question. You know I do feel that the LEED for the Existing Building Reference Guide

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is one of the resources that David had on one of his early screen shots. It actually has a very good description of a Green Cleaning Program, what the components are of those. Why would you implement something like those? And it's pretty specific down to the level of floor cleaning equipment. There are some reference standards. Green Seal

[00:57:30]

is the main reference standard for cleaning chemicals. So if you go to the Green Seal website, you could get some great resources there. In fact, you could find commercial grade cleaning chemicals that are Green Seal certified. So I think that those are probably good places to start.

TOMMIE JEAN VALMASSY

Okay, great. Well, Jessica Green thank you very much for that, and like I said if you still have question for Jessica go ahead and type those in. And we're going to move on to last

[00:58:00]

presenter, also a Green. Three green presenters today, two of them named such. Thomas Green. So Thomas if you give me just a moment, I'll pull up your presentation and the floor is yours.

THOMAS GREEN

Great, thanks. How is my volume?

TOMMIE JEAN VALMASSY

I think it sounds good.

THOMAS GREEN

Great. Well, our organization the IPM Institute we're an independent non-profit based in Madison, Wisconsin. And our mission is really focused on market based mechanisms

[00:58:30]

into health and environment through IPM and other best processes. We are appreciative of hearing about green cleaning on these prior presentations here. And I've noticed a lot of similarities between the two. So as we're waiting for the first slide to come up here, there is much less familiarity I think amongst the facility managers who are with IPM than green cleaning.

[00:59:00]

And so one of the things I would like to start out with is why bother with IPM? Why is it important? Go ahead to the next slide, Tommie Jean. And here's just one example. There are lots of good reasons to use IPM and limit all the wrong kind of pesticides for the situations where non-chemical measures are not adequate to give us adequate results. In group one if you

[00:59:30]

look at the chart there, especially all of our surface waters are contaminated with pesticides. And about a third of our underground water supplies also you can find pesticides and contaminants in there. And nearly all of our fish samples contain pesticide contaminants as well. And it's not just agriculture that's the issue. When the U.S. Geological Survey took a look at

[01:00:00]

surface water around the country, one of the surprises of their study was the number of urban monitoring sites that had the pesticide contamination. And we've seen a big shift as a couple of pesticides that are particularly persistent and toxic to the products have been replaced with another class of pesticides. We're starting to see those, that new class of pesticides show up as well. So that's just one example.

[01:00:30]

Next slide please. And at the same time, it's really important to manage our payoffs. Go ahead and click the next slide. I think there are a couple more lines that will appear. And pesticides will always be part of the tool box, and our manufacturing has really been doing a good job much like the cleaning industry in developing products that are less toxic, less prescription and that can be used

[01:01:00]

in a way that really limits potential for exposure. So we have a lot more reduced risk pesticide options that we've had in the past. Go ahead and click to the next slide. I think we've got one more line that will come up here. If you take a look down, many of these issues that can be caused by pests has non-specific symptoms that you don't know whether you've got the flu or whether you might have something that was transmitted by a pest.

[01:01:30]

But what is IPM? I just want to go through some very basics here. It's really just common sense pest management. And one of the key foundations is just knowing the biology of your pests so that you can use that information effectively to avoid problems. Go ahead and click to the next slide. I think there are a couple more lines that will appear. Here we go. So one of the things that I talked about

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was we'll go into a facility and there might cafeteria or break room that's had a mouse problem. And people frustrated with seeing the mouse droppings. But they don't realize it mice are territorial, and they're also dropping urine all over the surfaces in the room. And most people are aware of that, and they get more motivated to resolve the mouse problem. And then when you explain that a mouse can and squeeze through a gap that's just a quarter inch, then you get your maintenance

[01:02:30]

folks focused on closing up those gaps where they might appear say under a door where you have a door stoop, that that's reached the end of the door. And that can be very effective just closing those gaps, and they reduce some pest complaints as much as 55%. Next slide then. So one of our keys with IPM is really monitoring and inspecting not only for pests but for pest friendly conditions.

[01:03:00]

Go ahead and advance. There is one more screen on the bottom there, and that's one of the keys to IPM is educating people in your facility that they really are the eyes and ears in having an effective test compliant reporting system so that when there is an issue it gets reported up the chain and gets resolved quickly. So rather than having someone come in and apply a pesticide on a regular basis

[01:03:30]

Throught a facility we're going to learn about our pests, and we're going to pest monitor and try to prevent those problems using our smart rather than relying on pesticides. The next slide. So when we do need to take action against a pest, we have got a lot of options in terms of non-chemical options. But also LEED has the pest control as I mentioned. The manufacture has really done a good job of

[01:04:00]

coming up with pesticides that limit toxicity and potential for exposure. The next slide, please. So instead of this being a breakroom, here behind the refrigerator someone had brought in some pesticides that they bought down at the hardware store because they had a mouse problem in the building. And they are using these granules that look like candy to a little kid as opposed to taking a non-

[01:04:30]

chemical approach why is it waiting for this? How is it getting in? How can we keep them out? How can we find out where this rodent is nesting and get rid of it rather than using a pesticide? New slide. So IPM is a continuum. It's really important to think

about IPM as a continuum of practices and basically advanced. Next slide. So many of us through IPM.

[01:05:00]

are probably even realizing it. You know, this guy on the left he may be going in to fumigate a warehouse that is having a pest problem. And so they've identified the pest, and they're going to use this chemical that is going to control that pest. And he'd argue that because he has detected some of the effects of that chemical. Next slide. And the next step along the continuum is this guy here he's figured out how that pest is getting into the building.

[01:05:30]

Instead of breathing into our entire building, he's just going to apply a pesticide right to the opening where the pest is getting in. Next slide. And so then this guy is to super IPM guy and he's going to come in and fix that hole. Next slide. And if we do our job well, we can relax and take time off because we are not getting the pest complaints that we've had in the past because we've sealed up all those gaps. And that's really

[01:06:00]

the aim that we're targeting. If we do all the prevention up front, it will save time and money in dealing with the pesticide complaints down the road. Next slide. The question is really not do you do IPM, but how much IPM do you do? Next slide. In this slide here I just want to show you this continuum of processes where we really want the base of our pyramid to be design and maintenance

[01:06:30]

for pest crude things. And of the losses there of chemical options that's at the top of the pyramid when those things don't work. Next slide. Now IPM really does work and we have lots of case studies from a number of different environments that show that IPM can reduce both pest complaints and pesticides use without an increase in cost.

[01:07:00]

Next slide please. And it shows the cost effect here. In terms of the federal buildings, we had a long history going all the way back to President Nixon who first asked for a study to review where the federal government could use IPM. And then Carter followed through in '79, and asked about infusing the federal government to implement IPM. And now we have a professional

[01:07:30]

mandate that was passed in 1996. It's part of the Food Product Retention Act that federal agencies use IPM where it's appropriate. And we have had systems based success and a 90% reduction or more in both pest complaints and pesticide use in government buildings as a result. The next slide. So now I'm

- [01:08:00] just going to read through some photos just to show you what was happening. To be an IPM practitioner you really want to be a diagnostician, a wire detector, and then an educator to get everyone involved in playing their roles to avoid such problems. The next slide. Now, I mentioned that mice can get through a gap that's a quarter inch in size and just letting your maintenance folks know that. You will see on the left hand side that's the boiler room, has got a huge gap in between the double doors there where mice are coming through. You think about the heat
- [01:08:30] that this boiler room is putting off and in the fall mice start to get cold and you're putting out heat. And right here on the corner that was the staff break room that was just covered with mouse droppings. So the mice were being invited into this nice warm building and right around the corner you were feeding them. That's when we had pets rather than pests when they're given food and shelter. And just by educating
- [01:09:00] maintenance staff and other staff about the sanitation exclusion issue, we can solve a lot of those problems. Next slide. One common thing that you're seeing a lot of in Wisconsin is we will go out to a bar or a restaurant in the middle of winter and there will be small flies flying around and getting in people's drinks. They are not coming from outside certainly that time of year, and if you go back and look in the kitchen, you are likely to find things like this
- [01:09:30] very filthy drain on the right hand side with organic matters rolled up, and can actually find the fly maggots in there. So flies are just flying and maggots are developing and then the flies. They turn into that organic matter to lay eggs, and becoming contaminated with all this bacteria and fungi that are growing in there and then bringing that up on to the food preparation surfaces and onto food. On the left just the hard to reach
- [01:10:00] areas that often don't get cleaned. You want to go through with the custodian and take a look and see where are there areas that are providing food and a high rate of pests? Next slide. Aqua drains are also a common problem. They're loading back drains so you might have your trash compactor that might be leaking as well, instead of having the organic matter to be dropped through the drains and then you have these flies breeding outside and then entering the building. Next slide.
- [01:10:30] Design deficiencies. They are really important. This is a school

system. There in this school with the built-in bird problem because of the nesting support that they built with this canopy system. Next slide. And they spent a lot of money about \$10,000 trying to net this structure, but designed with the corrugations in the middle and really didn't allow for very effective netting and so then the birds are just resting on the netting.

[01:11:00]

Next slide. And we saw things like birds carcasses hanging from the netting. Next slide. As opposed to thinking about these things to begin with and coming up with a design that doesn't provide that support for pest problems. Okay, next slide then. One of the things that you might see this an application of cockroach

[01:11:30]

bait applied to a section under a sink. In this particular bait, it probably has anethanol and asicanol. It probably has some chronic issues that are listed on the MSDS about carcinogenicities and here's our nice in building and we have a contactor coming through and applying this bait each time we visit for cockroaches. Next slide. Versus taking an IPM

[01:12:00]

approach or green approach, and eliminate that high risk for cockroaches. Next slide. It's particularly true for turf and landscape. It's all about soil and plant health. Next slide. IPM is really growing. Wal-Mart has put in place a great effort, and eliminated thousands

[01:12:30]

and thousand of pounds of pesticides by implementing IPM. Next slide. A snapshot of what's happening elimination wise. There has been a great growth in mandates for green buildings including IPM across the country and across the earth. And then the next slide. And LEED has been a great help. Next slide.

[01:13:00]

The suppliers of green cleaning. LEED also has opportunities for IPM training. There are two of them in the existing building, operations and maintenance currently. And each time the LEED's program building is revised you get more IPM in there. So here's our landscape and management signs, and then just flip through the next four slides.

[01:13:30]

And then who on the left slide there at the bottom. That's the other point for our entry here at IPM. There are other slides in there but those are two LEED's one. Then the next slide please. We didn't have a lot of time here to go into details, but I wanted to leave you with some resources. And in particular that first blank there the Public Agency

[01:14:00]

Commercial Facility IPM website that we've put together has a library of materials and resources to help you as you put together your IPM policy and plans, ICH IPM based contracts for your customers and professionals and curriculum for the training resale and how to manage costs using IPM. And with that I think I'll close

[01:14:30]

and we have some questions.

TOMMIE JEAN VALMASSY

Okay, great. Well, thank you Dr. Thomas Green here. If you have questions go ahead and type those in. We have a few here. Can you talk about what the components of an IPM policy and Plan are?

THOMAS GREEN

Sure. These are foundation documents, and many of the mandates that we've seen develop by states across the country or municipalities require

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that programs develop an IPM policy and IPM plan. So they are foundation documents. The policy is typically a short and maybe one to two to three pages, and it really just states the facility or the program or the agency's commitment to IPM. And at six months if there is something that doesn't contain a whole lot of detail that doesn't need to be updated and revised

[01:15:30]

on a real regular basis, it's just more flowery language about this is why we're going to do IPM and who is going to be involved in putting that IPM program together. The plan on the other hand is really your in-house bible, and we have templates to goals on that website that I mentioned. And the idea with the plan is that once you get your facility manager trained and confident in implementing

[01:16:00]

IPM, if that person wins the lottery and moves to Tahiti, that plan is what you want to have to turn over to their replacement that these are the details and these are the problems that we face, and these are how we're going to manage those when they come up. And this is how we're going to manage IPM and who is involved and the kind of training they go through. And it's really your operating bible and much more detailed and

[01:16:30]

upgraded annually to make sure that it stays current.

TOMMIE JEAN VALMASSY

Do you feel that with most of these green programs people are always interested in how they can demonstrate the value? So what would be some of the appropriate metrics to demonstrate the value of an IPM program?

THOMAS GREEN

Well, there are really two metrics that we rely on principally, and those are the number of custom plans and

[01:17:00]

the number of specified applications. And they are pretty easy to track. And so if you're putting the program in place, those are the things that you want to improve. And if you don't have IPM in place now, you probably have a lot of potential to improve. But often they're not trapped. So that's one thing to do. Okay, so what do we do in intensive custom personnel, and how can I get that number. The same thing with pesticide applications.

[01:17:30]

But most authorities that are customized and contracted out, and you can through your contractor's records for the past year, and just kind of look. And say what were the manner of the applications, and what were they made for. And in terms of cost, those numbers are a little more difficult to come up with. If you have your contracted cost that's typically only a small portion of your overall costs. Every time you have a custom client, it takes time

[01:18:00]

for people to address that. There are external costs like employee satisfaction. It could be perhaps coming in, in the morning and switching on the lights and seeing the process you're scattering. You lose employees that way. So really the two things to get a handle on are complaints and pesticides used, and then you can extrapolate costs from that. And you want to make sure that you include all your costs. There are plenty of case studies

[01:18:30]

that document that when you look at all of your costs, you're much better off with an IPM program.

TOMMIE JEAN VALMASSY

Okay. So you were saying that often that IPM is contracted out. So is that typically part of the janitorial staff contract or who usually does manage IPM?

THOMAS GREEN

It typically is within the facility manager's baileywick. And it's really not possible to contract out IPM, which is a real

[01:19:00]

important point because so many people within the facility have a role to play in a true IPM program. You simply can't delegate that responsibility to the contractor. So usually it's the facility manager has under their area of responsibility they have pest management. And often the thought is well all you need to do is hire somebody and you're okay.

[01:19:30]

But IPM I can assure you it doesn't work that way. Everybody has a role to play from the maintenance staff to the cleaning staff to make sure that those hard to reach places and those spill drains and keep those areas all clean.

TOMMIE JEAN VALMASSY

Okay. So for someone who is about to start an IPM program where do they start or what's the biggest hurdle

[01:20:00]

usually to getting started and how can they overcome that?

THOMAS GREEN

Well, the contractor is a big part of that, and just taking a look and seeing what's going on now, and asking your group service staff what are they seeing in terms of pest problems. Because often people have stopped complaining after they have complained a number of times, and has been done to resolving that problem. I think at times we've had a process problem. The facility manager doesn't realize that they're

[01:20:30]

dealing with these problems on a day-to-day basis. So I just think that here again get a handle on what's going on taking a look at those service records, what kind of on-site applications are we seeing here? What kind of complaints are we having in our facilities? And then working on those foundation documents, the policy, the plan putting together an IPM based request for qualifications and an IPM based contract rather than

[01:21:00]

a contract that says we want you to come in once a month and make an application.

TOMMIE JEAN VALMASSY

Okay. We were talking earlier about cleaning supplies and how some of them are green rated. Is there something for pest management supplies that are rated? You know you were talking about like the roach bait and things like that. Are there any kinds of things to help those purchasing know what to buy and what to use?

THOMAS GREEN

Well, there is not right

[01:21:30]

now any type of Green Seal for pesticides, and I think that we're going to see more of that develop. LEED does include some criteria for a pesticide. And that's now a bit after what the City and County of San Francisco put together. And you will find that information on the website that I gave. But for product there is not a rating system right now,

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but there are some criteria and there are some messages in terms of products that meet low risk criteria. EPA has a program. In fact, the EPA Publication Initiative they will register a software that meets lower risk criteria, and retains a variety of pesticides coming into that channel, new pesticides.

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On the service provider's side programs out there, one called the in-ship service guides that we operate ourselves that we go out and evaluate performance as pest management professionals, and then certify them under the Green Shield label if they meet our standards. And you will find that information at greenshieldcertify.org. So one way to get out of the game is just to require that your provider get certified.

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And there are a couple of other programs out there like that now, too, with the upgraded standards.

TOMMIE JEAN VALMASSY

All right. Great. Thank you so much. So I do have your slide up that has all of those websites on there, and I want to remind people that although the presentations are not posted yet, they will be posted later today. So you will have access to the presentations, and also have the websites so you don't have to be furiously writing them down right now. So with that we're going to go ahead and wrap

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up so we can get you out of here on time. I just want to let people know that we do have a survey that will pop up when you exit. We just ask for a little bit of feedback both on the content of this webinar and the format. And we really read everything that you send us, and try to use it to improve these. So if you could take a second just to give us your feedback, we would really appreciate it. With that, I am going to hand it back over to Melissa Winters from EPA to wrap us up. Melissa.

[01:24:00]

MELISSA WINTERS

Great. Thank you Tommie Jean and thanks everyone for participating in today's Federal Green Challenge Web Academy Webinar. And speakers, thank you very much. This was a great session and we really appreciate you sharing your expertise with all of us today. I want to remind everyone that our next webinar will be on July 13th, and the topic will be Electronic Stewardship and we will be on time from 1:00 p.m. to 2:30 p.m. for that Electronic Stewardship Webinar. We hope that you can participate, and like Tommie Jean please don't forget to give us feedback on

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today's session. It really does help us provide you with better information and webinars. And thank you again for participating.

[01:24:50] END VIDEO